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BAYLEY HOUSE ANNUAL REPORT 2019-2020



BAYLEY HOUSE

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ABN 79 262 349 071



We honour our heritage and
founders of the Brighton and
Districts Helping Hand Association



“ Bayley House Online lets me see more of my friends and staff and I like that. This is keeping me very well occupied and seeing people who I haven't seen in person for a very long time. ”

- ROBBIE



Robbie has been attending Bayley House for 10 years and joined our online programs during 2020.

**We respect the
strength of connections
between individuals,
families, staff and
volunteers.**

Bayley House acknowledges the traditional owners of the land and pays respect to the Aboriginal Elders, past and present. Our head office is located on the land of the Wurundjeri people of the Kulin nation and we welcome all Aboriginal and Torres Strait Islander people who visit our facilities or access our services.

CEO & Board Chair Report



Andrew and Warwick, our CEO

Mid-winter 2019 was cold but otherwise unremarkable. 200+ happy clients poured in the doors at Middle Crescent each morning and out again each afternoon. Our residential settings were warm and cosy, shuttered against the Melbourne winter outside and kitchens smelled of hot winter meals. The world was oblivious to the overwhelming change which half-way through 2019-20 would sweep across all borders like a global tsunami; COVID-19. And mid-winter 2020 told a very different story; Middle Crescent almost empty, devoid of the usual happy buzz and our residential services in lockdown since March. Yes, it has been a challenging year, but not without its positives.

Before COVID-19 hit us, Bayley House was enjoying a bumper year. Our clients were engaged in activities on site and in the community. Multiple events showcased the breadth and achievement of the

Bayley House community; the annual Art Show, the Christmas Concert and client Christmas lunch at Sandringham Yacht Club, a launch of books written and published by our own clients, and the wonderful mid-summer cricket match with Elsternwick Cricket Club. So many inspiring activities and events, all of them client focused and driven with the support of our dedicated and skilled staff and volunteers.

In March our world pivoted. Calendars suddenly emptied of planned events, Middle Crescent and our new Hampton East Campus emptied of people. But what happened almost immediately following the shock of this new world order? We found a new normal. The Bayley House spirit and culture were strong. We added staff and activities to each of our houses to ensure that our residents were kept occupied and so that developmental programs could continue. We implemented a Bayley House Facebook group within days and within weeks we had a fully-fledged Bayley House online suite of group activities available. We reached out to clients and families. We stayed engaged. We stayed connected. We kept people safe.

The opportunity to lead Bayley House is a privilege, a joy and a responsibility. This year has emphasised the latter but truthfully there has been plenty of the joy as well. Every level of the Bayley House family; clients, families, volunteers, staff and Board has risen to the challenge and we have not been found wanting. We look forward to getting back together, to singalongs in the hall, but in the meantime, we support each other in every way possible. This Annual Report is the story of our clients and as such it is the story of Bayley House this last year.

John Ashby, Board Chair
Warwick Cavanagh, Chief Executive Officer



John, Board Chair

Welcome!

John Ashby joined the Bayley House Board as Chair in April 2020. John has been involved with Bayley House as Chair of the Future Accommodation Options Group and also through his stepson William who has been a day service participant since 2017. We are thrilled to have John's involvement and look forward to his leadership of Bayley House as we develop our new strategic plan and focus on growth and diversity.



Rhonda, former Board Chair, with Desma and Alisha

Farewell and Thank You

We would like to thank recently retired Board Chair, Rhonda Whitfield, and to acknowledge her wonderful contribution to Bayley House over 11 years. Appointed to the Bayley House Board in April 2009, Rhonda was elected Vice President in October 2011 and served as Board President/Chair from April 2015 until her resignation in March 2020.

Rhonda was the first female President of Bayley House and brought professional skills and a strong governance focus which were of enormous value, in particular as Bayley House entered NDIS transition. Her commitment and contribution over the years has been extraordinary and the whole Bayley House family is the richer for Rhonda's involvement.

Treasurer's Report

In a most challenging year I'm pleased to report a surplus of \$1,178,455, comprising an operating surplus of \$663,061 and donations and investment income of \$515,394. With the reduction of programs for clients due to COVID-19, we have seen a year like no other.

Our eligibility to obtain JobKeeper helped to offset the income lost from the closure of Day Service and Short Stay. This enabled us to continue employing our staff and roll out the highly commended online Day Service activities.

Over the past five years our revenues have almost doubled. The transition and navigation to NDIS has brought Bayley House opportunities, and in turn, increased revenues. This year was the first year Bayley House received no DHHS funding, with 82% of our income being derived from clients with NDIS funding. The challenges with navigating the ongoing changes in the NDIS Price Guide continue to be apparent. This year, Residential funding was satisfactory; albeit with a pricing review on the horizon this is uncertain for future years.

Day Service continues to be a challenging area. During the year we undertook a Business Technology review, strengthened and expanded the leadership team, and relocated administration to the Hampton East hub. These investments were designed to improve our services and administration systems and to position us for the future.

COVID-19 will continue to present many financial uncertainties in 2020/21. Much will depend on the timing and resumption of Short Stay and onsite Day Service activities and our continuing eligibility for JobKeeper. I am comforted that our strong balance sheet will underpin whatever financial challenges emerge.

My thanks go to the Finance Team who have risen to the many challenges in front of them during the year.

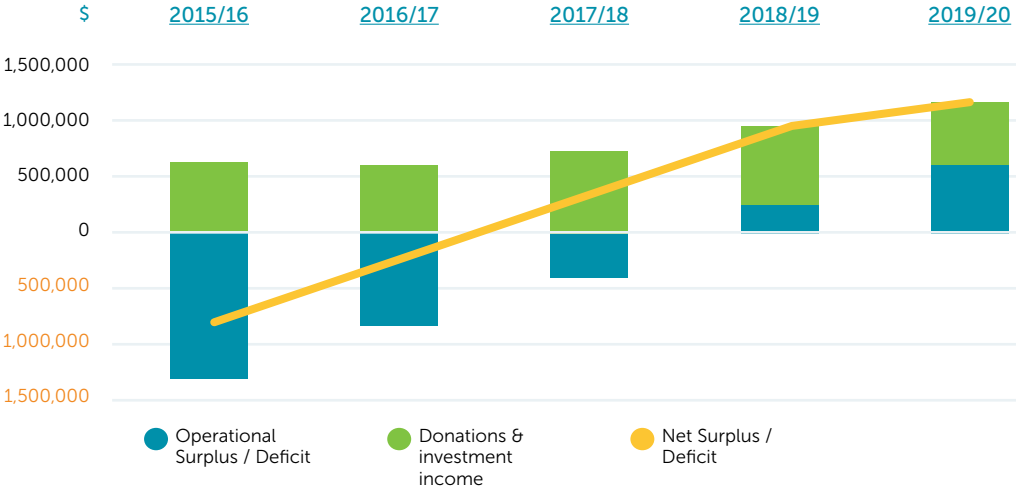
Audited Financial Statements have been sent to members.

John Lawrenson

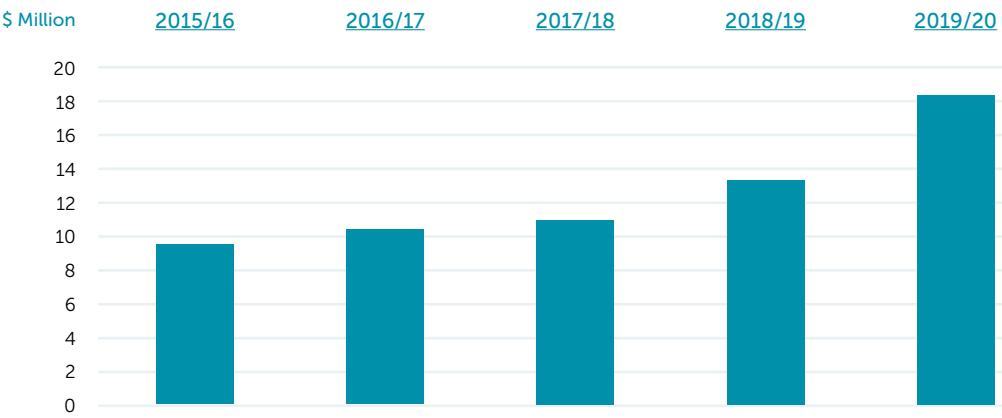


Bar and Jessica

Financial Performance



Total Revenue



Growth

Andy Stuart-Menteth and his Sports Conscious store have been part of the Church Street, Brighton retail community for 40 years. He has long been aware of Bayley House. Along with several other businesses located on the busy shopping strip, Sports Conscious has offered work experience opportunities to those who attend Bayley House.

Andy and his team came on board as Community Engagement partners and offered a spot to our client, Mary. Mary attends Bayley House Day Service and her family enquired about opportunities to utilise the skills she had acquired in our activities to take part in work experience in the community.

Mary can be both inquisitive and quite anxious in new settings and the thought of giving something like this a go was both exciting and intimidating for her. Sports Conscious proved to be very supportive of the initiative and extremely willing to help support Mary with her first work experience placement. With the help of Bayley House, Andy and his team at Sports Conscious embraced the delicate balance between nurturing Mary to feel safe and at the same time setting challenging goals to help her reach her long-term aspirations.

"We will continue to do as much as we can to bring happiness to the Bayley community."

ANDY,
SPORTS CONSCIOUS

Mary is now so confident interacting with the staff members in-store that she no longer requires support from Bayley House staff. Skills learnt on the job have translated to Mary's home life, where her personal belongings are now folded so perfectly, they could be on a display table!

Andy has grown to know many people from Bayley House and has always offered support. Last year, when Church Street was undergoing major construction, Andy created a fundraiser – 'Ditch the car for Bayley House'. Anyone who walked or cycled to their store during this time had 5% of their purchase donated to Bayley House.

We thank Andy and the Sports Conscious team for their support and look forward to our ongoing partnership. Mary can't wait to get back to work when the world opens back up.



Lisa, Mary, Andy and Julie

Confidence

John has been coming to Bayley House for nearly 20 years now and is a resident in our accommodation service. A keen sportsman and music fan, John has always had a handful of key people that he counted as his closest friends. Another client, James, started at Bayley House five years ago and bonded very quickly with John after the pair realised they have a lot in common.

Over time, James and John have become inseparable. They choose to participate in the same programs when they can and attend the same social events. They are best friends. The development of strong friendships like this have always been a focus at Bayley House.

In early 2020, we made the difficult, but vital decision to restrict access to all our supported accommodation residences as the potential impact of COVID-19 became clear. Social distancing and staying safe has meant that, during 2020, staying connected has looked a bit different. 'Facetime' and 'zoom' became part of our everyday vocabulary and allowed us to stay in contact with important people in our lives.

James is very confident with technology and easily communicates with his friends via calls or texts, but John struggles a bit with this. He needs to see people

"James will send me a message to let me know if he or someone else has checked in with John. An amazing initiative"

KRYSIA,
COUNSELLOR

in person in order to feel connected. Not being able to see his friends in this way left John feeling so flat that he did not want to leave his bedroom.

At Bayley House, we offer a counselling service and so staff from John's house reached out to our staff member, Krysia, who runs the program; "I gave John a call because I have a long standing relationship with him. He was quite withdrawn. The house staff and I were worried. I thought of James as someone who could reach out, so I asked James if he could possibly check in on his mate".

James called John immediately and this made the world of difference. John's mood lifted instantly. He had the connection back with his best mate, he could laugh and joke with him and he quickly began to feel like his old self.

This new way of communicating gave John the confidence to try some online programs. Knowing that his mates would also be in the sessions gave John more incentive to give it a go. John now has a week filled with consistent communication and connection to his peers and whilst he is enjoying this, he is also eagerly awaiting the day he can return to Bayley House in person.



James and John

Connection

My lovely daughter Diana is 48 years old and it is hard to believe she has been attending Bayley House for the past 30 years.

Over this time she has received support from some very special and caring staff and she has enjoyed the routine of heading off each day to her activities in High Support.

Then along came COVID-19 and everything changed for all of us. Lockdown meant that our days were no longer filled with programs tailored to her needs and there was no socialising. Whilst she seemed happy being home with me, I was concerned that she wasn't staying engaged and had no connections outside of our home.

Music has always played a big part in Diana's life as it provides her with great pleasure. So, when Bayley House offered an online music program, we joined the Monday session.

Initially I wasn't sure what Diana would get out of it, but I was pleasantly surprised that she responded, not only to the music, but also by chatting during the sessions with clients and their families and carers. As a bonus I also formed a bond with everyone and we all have a fun time together.

Thanks to Kylie, Matt and Liberty for facilitating the session, but asking us to dress in Lycra for one session was a bit of a stretch! The Disney party was more to my liking.

IRENE, DIANA'S MUM
SEPTEMBER 2020



Diana and Tydree

Over the years we have faced many challenges and we have relied on the support and expertise of Bayley House staff to guide us through.

When the NDIS was introduced it seemed daunting, but thanks to the invaluable assistance we received from our Bayley House Support Coordinators, we now are more comfortable during our reviews. Special thanks to Kirsten and Janet on this front.

My family and I are now at the next stage. And this next stage is an emotional one, planning for Diana's future. Again, we will turn to Bayley House to support and advise us, and we are confident we will be assisted in our decision making.

Lockdown has provided us with time to reflect and to look forward. I'm looking forward to getting back to our pre COVID-19 routine and for Diana to once again enjoy her days at Bayley House in person.

Opportunity

Our staff are testament to our values and integral to the people we support every day. Many people have joined our team over the 69 years we have been in operation and it is often said that once you walk through those doors, you never leave.

Longevity within our staff team is quite common, with some long-standing staff members having been with us for over 30 years. Bayley House is more than just a workplace, it is a valued career where staff are dedicated to providing individualised support every day.

At Bayley House we are fortunate to have an abundance of dedicated, passionate staff who enjoy coming to work each day. Wonderful people work across many different areas, in many different roles. Incredible bonds and trust exist between staff and clients.

We would like to thank our staff across Accommodation Options, Client Services, Corporate Services, Day Service, Finance, Fundraising, Human Resources, Marketing, Personal Care, Property Maintenance and Transport – you are all vital to the success of Bayley House.

This year we welcomed Katherine as an Assistant Administrator. She works alongside Leonie in our head office.



Leonie and Katherine

"I enjoy working here because everyone laughs, no one takes themselves too seriously and staff and management are very approachable. The clients are so happy and their families and carers are upbeat all the time - they are really lovely to speak to, which makes working here such good fun."

LEONIE,
OFFICE MANAGER

2019-2020 Highlights



Client Recognition Awards
AUGUST 2019



Bayside Business Award Finalist
SEPTEMBER 2019



Hampton East Campus Open for business
OCTOBER 2019



A Moment in Time Art Exhibition
NOVEMBER 2019



Bayley House Online Launched
APRIL 2020



New Short Stay Accommodation open
MARCH 2020



The Night Before Christmas
DECEMBER 2019



Book Launch
DECEMBER 2019

Our Locations

- 2 main campus locations in Brighton and Hampton East
- 8 accommodation locations across Bayside
- 2 short stay locations in Bayside



Connection through collaboration

Volunteer support plays a key role in our ability to deliver programs that cater to a wide variety of interests and support requirements.

Our staff team and clients all benefit from specialist volunteer support in a broad range of areas including art, swimming, sports, music and community outings.

Alongside our Day Service program volunteers, we have a group of dedicated individuals who support events we hold throughout the year.

We also receive tremendous support from our volunteer community fundraising groups, the Bayley Birds, Family and Friends and the Residential Raisers, and of course, from the Bayley House Board.

The COVID-19 pandemic, and the need to keep everyone safe, meant that our volunteer program was put on hold in early 2020.

We thank our team of volunteers for their understanding and continual support of Bayley House. We look forward to when eased restrictions allow us to welcome back these highly-valued members of our community.

"I decided to volunteer at Bayley House because it looked like fun. I was right. I wanted to support the fabulous staff and lovely clients in some way. I got so much more from volunteering than I expected."

- DEB HEMMING, MOLLY'S MUM AND BAYLEY HOUSE VOLUNTEER



Jessie, Deb, Hugh, Yvonne, Mark (Left-Right)

Our local community

The Rotary Club of Brighton Charitable Foundation have been great supporters of Bayley House for a number of years, previously supporting us to fund a new vehicle for our transport service.

In 2019-20, the Rotarians helped us build a new, commercial grade training kitchen at our short stay house. The new training hub is proving to be a great success with everyone who accesses the short stay house, enabling the development of new skills and confidence and some incredible food to be prepared and cooked. We can quite honestly say that due to the support of the Rotary Club of Brighton Charitable Foundation – our kitchen rules!

On this occasion, support from the Club's members provided the funds required for the new training kitchen. The renovation includes accessible support such as height adjustable benches and a spacious work area that allows wheelchair users to easily navigate the space.



Ron, Harry, Bruce and Geoff (Left-Right)

Thank You!

Thank you to our supporters

We extend our thanks to everyone who has supported us over the past year. Your generosity ensures we can continue to support our clients to reach their goals and live the life they choose.

- PATRON**
Bill Hodgson
- AMBASSADOR**
Christopher Renwick OAM
- BEQUEST SOCIETY AMBASSADORS**
Faye Barrow OAM
Gwenda Hance
Janet Walter
- FUNDRAISING COMMITTEES**
Bayley Birds
Bayley House Family & Friends
Bayley House Residential Raisers

GRANTS RECEIVED
Danks Trust
Gandel Philanthropy
Lord Mayor's Charitable Foundation
Anteaus Charitable Fund

DONATIONS
Bayley House Foundation Ltd
Bell Charitable Fund
Brian M Davis Charitable Foundation
Henry Berry Estate & Trust
Lording Family Foundation
The Amelia Eliza Holland Trust
Neuk Foundation

BUSINESSES, CLUBS AND COMMUNITY PARTNERS
Australian Red Cross
Bambini Early Learning Centre - Asling St
Bambini Earling Learning Centre - Centre Rd
Brighton Grammar Early Learning Centre
Brighton Medical Clinic
Brighton Recreational Centre
Coles - Brighton

Coles - Hampton
Coles - North Brighton
Collingwood Children's Farm
Gentech Lighting
Glen Eira Adult Learning Centre
Middle Brighton Newsagency
Middle Brighton Train Station
Mind My Lead
New Street Medical Centre
Ocean Made Seafood
Peter's Mitre 10
Premium Health
Sports Conscious
St Kilda Mums
St Mary's Pre-School
St Stephens Opportunity Shop
The Button Shop
Wilson Street Kindergarten

BUSINESS SUPPORTERS
Blue Illusion
Church Street Traders Association
kaos
Dendy Deli
Fish Shoppe
Hymans Valuers & Auctioneers
Nick Johnstone Real Estate
NiceIT
Resicom
Sports Conscious
St Stephen's Anglican Church Gardenvale
The St Kilda Angels Supporters Group
Trinity Uniting Church Brighton

\$500+ BUSINESS DONORS
All Souls Opportunity Shop
Bayside Hockey Club
BICCY'S Opportunity Shop
CBA - Brighton Branch
Elwood Sourdough
Emicah Holdings
Entertainment Book
Hymans Valuers & Auctioneers
Les Clefs d'Or Australia
Macquarie Bank
Nardoo Land Co
Peter Wain Plumbing Pty Ltd
Rotary Club of Brighton Inc
Sports Conscious

St Andrew's Opportunity Shop
The Victoria Golf Club - The Monday Boys

SCHOOLS
Brighton Grammar
St Leonards College
Xavier College

\$500+ INDIVIDUAL DONORS
Alison Abbott
Peter Bassanetti
Janet Batey
Anne Blashki
Patricia Cahill
Brian Caulfield
Warwick Cavanagh
Yu Kee Chong
Valerie Comport
Andrea Cox
Annie Dunn
Sarah Gamboni
Nicholas Gelber
John Goodall
Peter Hannon
Dale & Betsy Harrington
Bill Hodgson
Gail Holmes
Steven Keats
Alan Kermond
Geoff King
Susan Lau
John & Diana Lawrenson
John Malone
Michael Mansour
Sharon Marlow
Wally and Fay Matthews
Simon McKeon
Norm Peatling
Jill Ross-Perrier
Jeremy Ryan
Dr Anthony Vulcan
Roger Wale
Ted Walker
Peter Wilson

Our Connection Appeal

\$111,000 from 244 donations



Bronwyn

These critical funds will help us deliver more than 20 online activities to more than 100 clients each week.

In March 2020, we quickly pivoted to change the way we delivered our service in the midst of a global pandemic. In turn, we asked our supporters to donate to our special Connection Appeal. We asked them to assist the vital work needed to keep our clients, their families, our staff and our community connected during a time of prolonged social isolation.

Our supporters responded with a generosity that showed they share our belief that now, more than ever, it is critical to invest resources into keeping our clients connected with each other and the Bayley House community. An incredible \$111,000 was raised from 244 donations.

These critical funds have helped us deliver over 20 online activities to more than 100 clients each week. The funds help us engage specialists such as artists, personal trainers, musicians, nutritionists

and even a DJ, to ensure we can continue to offer our clients new activities and fun ways to connect through Bayley House Online.

The appeal will help with continuous training for staff and clients on the use of technology and online programs in an increasingly digital world.

It will help us respond quickly to the ever-evolving challenges presented by COVID-19. With support from the appeal, we have been able to employ more cleaning staff, access PPE, develop fast-response communications and ensure that we are taking every step required to keep our Bayley House community safe.

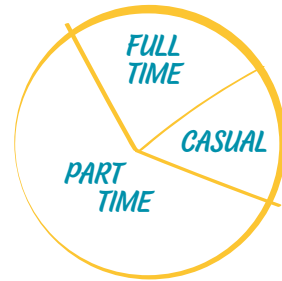
We are truly grateful to everyone who has supported the appeal and reached out with financial support since the pandemic took hold in Victoria. With the significant impact on revenue, coupled with increased costs, you have played an integral role in keeping our clients safe and connected – thank you!



2019-20 Snapshot

215 STAFF
ACROSS OUR
ORGANISATION

48 FULL TIME
103 PART TIME
63 CASUAL



62 NEW STAFF IN
THE 2019-2020
FINANCIAL YEAR

11 NEW CLIENTS
ACROSS OUR
DAY SERVICE

45 PERMANENT RESIDENTS
IN OUR ACCOMMODATION
SERVICE

113 CLIENTS PARTICIPATED IN
BAYLEY HOUSE ONLINE
BETWEEN APRIL – JUNE 2020



172 CLIENTS USED
OUR TRANSPORT
SERVICE



10 HOUSES WITHIN OUR
ACCOMMODATION
SERVICE INCLUDING
2 SHORT TERM

63 CLIENTS STAYED
AT OUR SHORT
TERM HOUSES

112 CLIENTS ACCESSED HYPE AND
FRESH AFTER HOURS ACTIVITIES
INCLUDING ONLINE SESSIONS

95 SUPPORT
COORDINATION
CLIENTS

27 COUNSELLING
CLIENTS

FEBRUARY 2020 WAS
OUR PEAK MONTH WITH

213 CLIENTS ACCESSING
DAY SERVICE

"I'm 100% here for the amazing clients. To support them to explore their own creativity and to see them happy and smiling is why I work at Bayley House."

MARK, INSTRUCTOR,
DAY SERVICES



Mark and Fiona

"I enjoy working at Bayley House because of the strong sense of community within the organisation and I strongly agree with Bayley House's core values of putting the clients' support needs first."

WILL, TEAM LEADER,
ACCOMMODATION



Katie



Matt & Tessa

"I'm at Bayley House for the clients. And the opportunity to really innovate, be creative and stretch what Bayley House can be through my Program Manager role. I want to be part of an organisation that is, first and foremost, person-centred but also innovative, creative, open to new ideas, and that challenges its staff to grow professionally."

TESSA,
PROGRAM MANAGER

"I love working at Bayley House because of the clients and frontline team. They make every day fulfilling and rewarding. It's more like a work family than a workplace. Achieving goals, big and small, the smiles, laughs and fun all make going to work exciting."

CHRISTIE, TEAM LEADER,
ACCOMMODATION



Olivia